

August 1, 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

I am a hard of hearing person. I used to use 2LVCO for out bound calls. As for receiving calls, a REVERSE 2LVCO suppose to work, literally. In real life, REVERSE 2LVCO never worked for me, and the quality of 2LVCO calls were vary, largely depending on the experience of Operators---I would say only about 10% of 2LVCO calls I made in the past year were satisfactory. Plus, every time I made call, I had to explain and coach or make sure the Operators do know how to conduct 2LVCO calls. I had made numerous complains to the Relay service provider for poor quality rendering of 2LVCOs. In two years of usage, I did not really seem any improvement on 2LVCO. Now, with CapTel, all those problems are gone, instantly—both in bound calls and out bound calls work beautifully for me. CapTel does making my job running much, much more efficient, and it certainly makes difference. I could say nothing but “super” to CapTel.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

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